

METHOD AND SYSTEM FOR ENABLING
TRAINING OF FIELD SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

ABSTRACT OF THE DISCLOSURE

5 A method and system are disclosed for enabling training of field
service personnel such as field engineers and field service of machines such as
medical diagnostic machines, e.g., CT, MRI, and x-ray machines. The system (100) is
desirably implemented over the Internet in which field service personnel using
handheld computers are able to selectively search cataloged items relating to reference
materials such as portions of product installation manuals, service manuals, field
modification information or updates, training manuals, safety information, design
diagrams, parts lists, etc., and retrieve copies of the relevant portions of the reference
materials. The reference materials are cataloged and searchable using, for example,
10 data relating to a product type and model, a skill level, a service task, and an
authorization level.